



May 16, 2011

NEWS FROM VOLUNTEER SERVICES

by Diane Lemker

I want to thank the IVH employees and volunteers who helped with the Volunteer Recognition & Awards Program on April 29th.

Bob Burris, Marvis Drew, Larry Lemker & Bill Rakers for helping me set up & clean up, as well as man the registration table, serve food & drink, and take photos; Angela Doty for providing the Invocation; David Worley for welcoming the volunteers and guests & presenting awards; Penny Cutler-Bermudez for leading the Pledge of Allegiance, helping distribute the awards & helping with clean up; and all the volunteers who helped clear the tables after the reception.

I also want to thank Val DeVolder & Rachel Ramirez for their skills with all of the printing, especially the planners given as gifts; Carol Ward for her help with the hours reports to determine awards; Vickie Penner & Pam Nablo for making the nut cups; and the Dietary Department for supplying the food and drink.

Thank you!

IVH Insights



MEMORIAL DAY
IOWA VETERANS HOME
MAY 30, 2011

this issue

Performance Improvement P.2

Heinz Hall P.2

Nursing Department P.2

Admissions Department P.3

SEHARC News P.3

IT Department P.3

Calendar of Events P.4

Announcements P.4

Budget Update P.4

Commandant's Corner

Many of you are aware that I am an advocate for all decisions being made at the lowest level possible. I have also been discussing the idea of Unit Level Management.

As a result, this past week IVH staff were involved in a design event of what we are now referring to as "Unit-Based Teams." The following is the definition those employees came up with: *"A Unit-Based Team empowers members within the community to utilize their knowledge, talents, abilities and all available resources to participate in the decision-making process to ensure the residents' quality of life and employee satisfaction."*

I realize there are many questions about Unit-Based Teams and this week we started the work toward answering

those questions. Over the next two months we will continue the transition to Unit-Based Teams at the IVH.

For this to work all of us must provide input and stay engaged in the process. First and foremost, every decision we make should be to provide the best care for the resident. As in the definition we must utilize our abilities and available resources to provide that care. We don't need to have ten meetings and hours of discussion to make decisions. Every decision necessary should be made by those providing that care.

We will continue to work on this as we move forward; I ask that every one of you be part of the process.

Commandant David Worley

Memorial Day Program Honors Fallen Soldiers

The Annual Memorial Day Program will be held at the Iowa Veterans Home on Monday, May 30. Keynote Speaker for the program is Rep. Royd Chambers with the Iowa Air National Guard and Chair of the Iowa House Veterans Affairs Committee.

The program will commence at 9:30 am in the Dack Dining Room with music, invocation, recognition of guests, and the keynote address. Following the retiring of the colors, guests will be invited to march to the IVH cemetery for the decoration of the graves, laying of the Memorial Wreath by Gene Peterson, benediction, and the playing of Taps.

Residents, staff, and the community are invited to attend.



Heinz Hall Update

by Deb Thompson

There continues to be much transition in Heinz Hall. Our open-minded and willing staff have found ways to make the lives of our new residents as safe and comfortable as possible as they adapt to the change in environment.

These changes involve medication package changes, supplying meals in Heinz Hall and providing Life Line buttons for those residents at risk.

Our largest Living In Balance class (10) will graduate soon. Our beds are full at this time and we maintain an internal and external waiting list. Transition continues....

IVH Insights is a twice-monthly publication of the Iowa Veterans Home.

Editor

Lisa Purvis—PR/Marketing

To submit news or questions, please email:

Lisa.Purvis@ivh.state.ia.us

Call ext. 4397 or
send to PR/Mktg Dept.

Regulatory Compliance *by Cindi Hineman*

IVH implemented the SOAP format when documenting in the resident record. SOAP format means that information is broken down into **S-subjective information**, this is what the resident has told you or what staff has told you the resident has said, **O-objective information**, this is what you see and observe **A-assessment** and **P-plan**.

The state surveyors were here for the annual survey March 29 to April 1. The following week, we were surveyed by the State Fire Marshal. As a result, we identified some things we can work on.

In general, all staff needs to be aware of the environment and to report sharp edges, loose handrails, displaced ceiling tiles, dirty fans or vents, etc. to your Supervisor or to the appropriate department.

Fire doors need to be shut and latched appropriately. Fire response items, like sprinkler heads, pull stations, etc. should be in proper working order.

Any resident food item or staple that is opened needs to be labeled and dated and stored appropriately. Food should not be touched by bare hands. Linen or any resident item cannot be placed on the floor. There needs to be a barrier between any resident care item (clean or dirty) and the floor.

Resident care items such as thermometers, glucose monitoring devices, etc, need to have a barrier between the item and the resident's environment. If the item comes in contact with the environment (floor, bed or bedside table) it needs to be disinfected before storing or using on a different resident).

General infection control principles need to be used at all times, especially during dressing changes and using the accucheck machines. Remember the clean and dirty principles.

When you see a dirty microwave, clean it up. Don't leave it for the next person to do. Better yet, cover whatever you are warming up in the microwave!

Nursing Department *by Sarah Workman*

Nursing is a healthcare profession focused on the care of individuals, families, and communities so they may attain, maintain, or recover optimal health and quality of life from conception to death. Often described as an art and a science, nursing is a profession that embraces dedicated people with varied interests, strengths, and passions.

Nurses work in a large variety of fields where they work independently as well as part of a team to assess, plan, implement, and evaluate care.

National Nurses Week is celebrated annually from May 6 (also known as National Nurses Day) through May 12 (the birthday of

Florence Nightingale, the founder of modern nursing).

This year's motto is "Nurses Trusted to Care." "Nursing Today: Fifth Edition" fittingly states: "As a nurse, you will share with people their darkest hours of pain and suffering, but you will also share their hope, healing, and recovery. You will be there as life begins and ends. You will never cease to be amazed at the resilience of the human body and spirit."

Join us in extending a big **Thank You** to the 99 Registered Nurses and 83 Licensed Practical Nurses employed at IVH.

Admissions Update *by Doug Freeman*

This week I received a question from a resident's family about whom and what is the Ombudsman Office. I thought I would take this time as an opportunity to share what role the Ombudsman Office provides here at the Iowa Veterans Home and throughout the State of Iowa.

The mission of the Office of the State Long Term-Care Ombudsman is to seek resolution of problems and advocate for the rights of people living in long-term care facilities with the goal of improving and enhancing the quality of life and quality of care for all. The local ombudsmen spends the majority of the time working to resolve concerns brought by, or on behalf of, a person living in a nursing home, residential care facility, elder group home or assisted living facility. Working with the facility staff, the local ombudsman offers suggestions for resolution as defined by the resident.

All employees of the Ombudsman program offer information and assistance for people living in long-term care facilities, facility staff, long-term care professionals, consumers and the public. Requests for information include: how to choose a nursing facility, clarifying resident rights, facility protocols, state and federal rules and regulations and questions about care.

Melanie Kempf from the Ombudsman office is assigned to Central Iowa and is a strong advocate for the residents who reside here at the Iowa Veterans Home. Melanie is extremely supportive of the quality of the care provided by all of you. More information about the Ombudsman Office is available at www.aging.iowa.gov.

The current census is 632. The residential waiting list consists of 71 applicants. Applicants for nursing level of care, once approved by the Admissions committee have been admitted as soon as they request due to the current availability of nursing beds. If you have eligibility or other admissions questions call us at ext.4325.

Technology Department *by Rob Buchwald*

A new resource is now available on IVH SharePoint – look for the tab titled “Personnel”. This site is still under development; however, you can currently find various documents and links to other personnel related information.

The section titled “Personnel Related Documents” includes things like:

- The 2011 Pay Period Calendar
- Updated Seniority List

By clicking the heading “Links for Employees” you will find links to things like:

- Iowa Commission of Veterans Affairs Code of Conduct & Work Rules

- Payroll Warrants
- Benefit Information
- Links to the State of Iowa job site
- The State Employee Handbook
- SEHARC

By clicking the heading “Labor Management” you will be able to access and view Labor Management meeting minutes. There is also a sub-site that contains information specifically for Supervisors

Please take some time to investigate what is available on this site. If you have any questions or suggestions please contact the IVH Personnel Office or the IT Help Desk at ext. 4222.

SEHARC News

The State Employee Health and Recreation Committee (SEHARC) was started in the early 1970's to provide and promote healthy activities (athletic, non-sports activities, health awareness and discounts) and friendly competition for State of Iowa employees.

SEHARC is not affiliated with any state agency nor is it supported financially by any money from state government. It is independent, it is volunteer, and it is non-profit.

All committee members are volunteers who meet once a month to plan activities and benefits for state employees. These volunteers work in smaller groups, on their own time, to organize activities. Committee members come from various agencies. Larry Lemker is the IVH representative on the SEHARC Board.

Some of the activities SEHARC sponsors, promotes or participates in: Adventureland discounts, The Book Fair, Blood Drive, Bowling Tournament, Carmike Cinemas Discount Tickets, Civic Center discounts, Des Moines Buccaneers, Des Moines Playhouse discounts, Employee Health & Fitness Day Events, and more.

Check out the SEHARC website at www.seharc.org.





IVH Canteen New Hours

Monday – Friday:
8:30AM – 3:00PM

Saturday - Sunday:
9:00AM – 2:00PM

The 9th Annual IVH Don Laughlin Music Festival is scheduled for Saturday September 17th from 10-11:30am. Staff, residents, family and friends of IVH are invited to start planning to audition in July so that rehearsals can begin in August.

Upcoming Events

Day	Date	Time	Event	Location
Wed	5/18	1 pm	Pie & Parking Auction	Dack LRC
Thurs	5/19	1:30-3 pm	IVH Ice Cream Social, live music	Atha Dining Rm
Sun	5/22	10 am	HVAAA Age Strong Live Long Walk On	Various locations
Wed	5/25	9am-3pm	Oscar's Tractor Show, funnel cakes, Bert & Matt	Courtyard
Mon	5/30	9:30 am	IVH Memorial Day Program	Dack Dining Rm
Fri	6/10	8am-5pm	IVH Staff Golf Tournament	Grundy Center
Sat	7/23-7/24		Marshall County Relay For Life event	MHS Track

Announcements

Just a reminder that I am still collecting money for Joy Andrews. She started chemo last Thursday in Ames. I delivered \$300 last week, which Joy was so thankful for, especially with the price of gas. I am continuing to take any donations until the beginning of next week, and would be glad to pick up anything I need to. Thank you for your generosity!! Stacey NUC M2S

The Cartwright Pavilion Farmers Market (near The Bickford House) will open on Saturday, May14 at 8 am. The Market will be open every Saturday from 8-11 am and Wednesday from 4-6 pm through end of October. This Market is certified to accept WIC checks. Enjoy produce and baked goods from a variety of local vendors.

Parking During Events in May:

Monday, May 23 10 am – 2 pm

Closing of the small Visitor lot behind Sheeler the night before to allow for parking of the National Veterans Awareness Motorcycle Ride

Wednesday, May 24 ALL DAY

Closing of the small visitor lot behind Sheeler the night before to accommodate the antique tractor show



Business Services Update *by Greg Wright*

The legislature is still working on state department budgets, so nothing has been finalized yet, but what I know today is that the House is recommending a status quo state appropriation for fiscal year 2012, which is \$8,952,151 and the Senate has recommended \$10.2. Also, we will only be allowed to keep the first \$500,000 of funds carried into FY12 from FY11. The remaining balance will be sent to the Iowa Department of Human Services.

IVH will be updating our campus-wide pager system in June to confirm to FCC frequency changes planned in 2013. In addition, we will be upgrading our nurse call system to link the bed alarms into the new pager system and eliminate the audible alarm on the units.

Construction Update:

The Dack Dayroom project is on schedule to be completed by late June. Furniture and equipment is in the process of being ordered.

IVH plans to open and staff both the Fox and Ulery buildings in early 2012. Furnishings will be delivered to the Fox building in July and to the Ulery building in January. The VA survey must be completed after both buildings are completed and at least 21 residents are moved into one of the buildings.

We have been notified by the federal VA that funding is available to replace our 40 year-old boiler and upgrade the steam distribution system. IVH is hopeful to have a federal grant awarded later this summer so we can proceed and complete this project early in calendar year 2012.

We have submitted another project to the VA to upgrade our emergency generators and construct a new transportation facility for the vehicles. The project has been approved for future federal funding. The IVH will be challenged to find and fund the 35% state match.